



Service Priorities and Programmes Electronic Presentations

Convention ID: 718

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3-Year Effort: Staff Engagement in Promoting of Caring Culture

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Keywords:

caring culture
caring

Introduction

The redevelopment project of Kwong Wah Hospital was in progress with preparatory works commenced in 2013 and aimed to proceed to the main works in 2015-16 for completion of the whole redevelopment in 2022. Apart from the physical environment of the hospital, the initiatives of promoting “Caring Culture” had already started. Since 2010, “A ten years strategic plan project, “Nursing and Midwifery 2020” had been implemented for the development nurses and midwives in KWH. Promotion of “Caring Culture” was one of the main themes established and a workgroup had been form, which composed of volunteers from different clinical specialties. Activities of caring culture had been implemented to sustain and promulgate the unique caring culture of KWH.

Objectives

The project aims to promote staff engagement among different specialties and strengthen the team spirit; promote a caring and supportive workplace; sustain, foster and enhance a caring culture in the hospital.

Methodology

In 2010, a workgroup of “Caring Culture”, composed of members from different specialties was form. Meetings had been held to explore the culture of the hospital, the strategies to engage staff and promote caring culture. The idea of forming a Nurse Choir was explored and supported by nurse top management and frontline staff. Posters and pamphlets were designed, the mission of caring culture and staff engagement was shared among staff. In Sep 2011, choir members were recruited with nurses and midwives joining from different specialties. Regular practice and gatherings were arranged 2 to 3 times per month. The choir was emphasizing on the support of each others, share of love and care. Activities focused on caring culture had been organized for the newly graduated and recruited nurses; nurse & health students, nurse educators from different nursing schools, universities and colleges;

staff and voluntary workers in the hospital.

Result

Since Sep 2011, a nurse choir had been form with 38 members of different ranks including newly graduated nurses, EN, RN, RNM, APN, NO, NE, WM, SNM, NC. All the members were volunteers and come from different departments including Medicine & Geriatrics, Surgery, Obstetrics & Gynaecology, Accident & Emergency, Central Nurse Division, Community Nursing Services, Central Sterile Supplies Department. Activities focused on caring culture had been organized including singing songs, role play, drama, sign language, appreciation notes for nurse & health students, mentors, supervisors; heartfelt sharing by nurse students, colleagues and supervisors; sharing of caring stories of clinical experience. Feedbacks were collected from participated nurses with positive comments regarding the caring activities. Score from 1 is strongly disagree to 6 strongly agree: 1) Working pressure could be relieved with mean score 5.08. 2) Team spirit could be raised up with mean score 5.23. 3) Staff cohesiveness could be increased with mean score 5.15. 4) Sense of belongings of hospital could be raised up with mean score 5.15. 5) Caring culture in hospital could be promoted with mean score 5.15. From Nov 2011 to Dec 2012, 151 new graduated nurses, 131 nurse & health students, supervisors, mentors, nurse educators had joined the activities. In 2013, the nurse choir will continue to participate in the caring culture activities. The choir had been invited to join the "Volunteer Gathering cum Recognition Program" in March 2013. The program is organized by the Health Promotion Centre, KWH to give thank to the volunteers for their contribution to hospital, and about 160-180 volunteers will be entertained.